

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Christopher P. Bergh et al. Art Unit : 3624  
Serial No. : 09/575,283 Examiner : Johnna Ronee Loftis  
Filed : May 22, 2000 Conf. No. : 1521  
Title : CUSTOMER LEAD MANAGEMENT SYSTEM

**Mail Stop Amendment**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT IN REPLY TO ACTION OF NOVEMBER 18, 2008

Please amend the above-identified application as follows: